

# **ZTE-G R222**

**Mobile Phone**

**User Manual**

# **Legal Information**

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## **Security**

- To protect your mobile phone from illegal use, take the security measures as follows:
  - Set PIN codes of the SIM card.
  - Set handset password.
  - Set call restrictions.

## **Safety Precautions**

This section includes some important information on safe and efficient operation. Please read this information before using the phone.

### **Operational Precautions**

- Please use your phone properly. When making or receiving a call, please hold your phone as holding a wireline telephone. Make sure that the phone is at least one inch (about two point five centimeters) from your body when transmitting.

- Do not touch the antenna when the phone is in use. Touching the antenna area affects call quality and may cause the phone to operate at a higher power level than needed.
- Some people may be susceptible to epileptic seizures or blackouts when exposed to flashing lights, such as when watching television or playing video games. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-light feature on your phone. (The flashing-light feature is not available on all products.)
- Keep the phone out of the reach of small children. The phone may cause injury if used as a toy.

## **Precautions While Driving**

- Please pay attention to the traffic safety. Check the laws and regulations on the use of your phone in the area where you drive. Always obey them.
- Use hands-free function of the phone, if available.
- Pull off the road and park before making or answering a call if conditions require.

## **Precautions for Medical Devices and Facilities**

- When using your phone near pacemakers, please always keep the phone more than eight inches (about twenty centimeters) from the pacemaker when the phone is switched on. Do not carry the phone in the breast pocket. Use the ear opposite the pacemaker to minimize the potential for interference. Switch off the phone immediately if necessary.
- Some phones may interfere with some hearing aids. In the event of such interference, you may consult your hearing aids manufacturer to discuss alternatives.
- If you use any other personal medical device, please consult the manufacturer of your device to determine if it is adequately shielded from RF(radio frequency) energy.
- In those facilities with special demand, such as hospital or health care facilities, please pay attention to the restriction on the use of mobile phone. Switch off your phone if required.

## **Mobile Phone**

- Please use original accessories or accessories approved by the phone manufacturer. Using any unauthorized accessories may affect your mobile phone's performance, damage your phone or even cause danger to your body and violate related local regulations about telecom terminals.

- Turn off your phone before you clean it. Use a damp or anti-static cloth to clean the phone. Do not use a dry cloth or electrostatically charged cloth. Do not use chemical or abrasive cleaners as these could damage the phone.
- As your mobile phone can produce electromagnetic field, do not place it near magnetic items such as computer disks.
- Using the phone near electrical appliances such as TV, telephone, radio and personal computer can cause interference.
- Do not expose your mobile phone to direct sunlight or store it in hot areas. High temperatures can shorten the life of electronic devices.
- Keep your phone dry. Any liquid may damage your phone.
- Do not drop, knock or harshly treat the phone. Rough handling can break internal circuit boards.
- Do not connect the phone with any incompatible enhancement.
- Do not attempt to disassemble the mobile phone or battery.
- Do not store the phone with flammable or explosive articles.
- Do not charge the mobile phone without battery.

## **Precautions for Potentially Explosive Atmospheres**

- Switch off your phone prior to entering any area with potentially explosive atmospheres, such as fueling areas, fuel or chemical transfer or storage facilities.
- Do not remove, install, or charge batteries in such areas. Spark in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.
- To avoid possible interference with blasting operations, switch off your phone when you are near electrical blasting caps, in a blasting area, or in areas posted "Turn off electronic devices." Obey all signs and instructions.

## **Precautions for Electronic Devices**

- Some electronic devices are susceptible to electromagnetic interference sent by mobile phone if inadequately shielded, such as electronic system of vehicles. Please consult the manufacturer of the device before using the phone if necessary.

## **Safety and General Use in Vehicles**

- Safety airbag, brake, speed control system and oil eject system shouldn't be affected by wireless transmission. If you do meet problems above, please contact your automobile provider. Do not place your phone in the area over an airbag or in the airbag deployment area. Airbags inflate with great force. If a



phone is placed in the airbag deployment area and the airbag inflates, the phone may be propelled with great force and cause serious injury to occupants of the vehicle.

- Please turn off your mobile phone at a refueling point, and the same to the place where the use of two-way radio is prohibited.

## **Aircraft Safety**

- Please turn off your mobile phone before the airplane takes off. In order to protect airplane's communication system from interference, it is forbidden to use mobile phone in flight. Safety regulations require you to have permission from a crew member to use your phone while the plane is on the ground.
- If the mobile phone has the function of automatic timing power-on, please check your alarm setting to make sure that your phone will not be automatically turned on during flight.

## **Battery Use**

- Do not short-circuit the battery, as this can cause the unit to overheat or ignite.
- Do not store battery in hot areas or throw it into fire. Otherwise, it will cause explosion.
- Do not disassemble or refit the battery. Otherwise, it will cause liquid leakage, overheating, explosion and ignition of the battery.

- Please store the battery in a cool dry place if you don't use it for a long period.
- The battery can be recharged for hundreds of times, but it will eventually wear out. When the operating time (talk time and standby time) is noticeably shorter than normal, it is time to replace it with a new one.
- Please stop using the charger and battery when they are damaged or show evidence of aging.
- Return the worn-out battery to the provider or dispose of it in accordance with environment regulations. Do not dispose of it in household rubbish.
- Please use original batteries or batteries approved by the phone manufacturer. Using any unauthorized battery may affect your handset performance or may cause danger of explosion, etc.

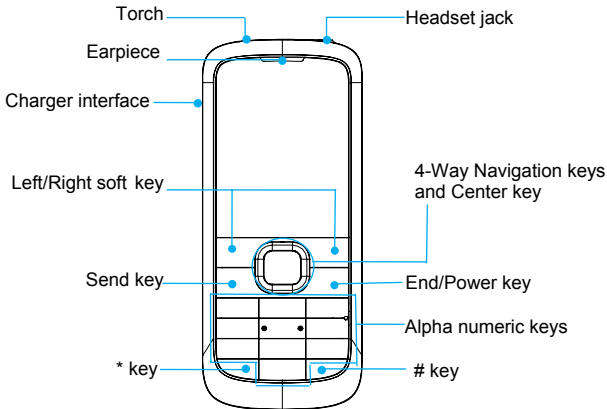
**Warning:** If the battery is damaged, do not discharge it. If the leakage does come into contact with the eyes or skin, wash thoroughly in clean water and consult a doctor.

## **Limitation of Liability**

Orange shall not be liable for any loss of profits or indirect, special, incidental or consequential damages resulting from or arising out of or in connection with using this product, whether or not Orange had been advised, knew or should have known the possibility of such damages. The user should refer to the enclosed warranty card for full warranty and service information.

**Note:** The pictures and icons shown in the manual are just schematic drawings for demonstration of functions. If they are inconsistent with your handset, please take your handset as the standard. If the inconsistency exists in the manual because the handset function has been updated, please refer to the follow-up public information from ORANGE.

# Key Functions



| <b>Function</b>                  | <b>Description</b>                                                                                                       |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <b>Left soft key</b>             | Performs the function indicated at the left bottom of the screen.                                                        |
| <b>Right soft key</b>            | Performs the function indicated at the right bottom of the screen.                                                       |
| <b>Center key</b>                | Press to confirm actions and make selections.                                                                            |
| <b>4-Way<br/>Navigation keys</b> | These keys (UP, DOWN, LEFT and RIGHT) allow for navigation through menu options and quick access to some function menus. |
| <b>Send key</b>                  | Press to dial a phone number or answer a call.<br>Press to view the call history in the standby mode.                    |
| <b>End/Power key</b>             | Press to exit to the standby mode.<br>Hold to switch on/off the phone.                                                   |
| <b>Alpha numeric keys</b>        | Press to enter characters 0-9 and the alphabets from a-z.                                                                |

**Note:** In this User Manual, “press a key” means to press the key and release it immediately, while “hold a key” means to press the key for at least two seconds and then release it.

## Locking and Unlocking the Keypad

In the standby mode, press the **Left soft key** and then press the **\* key** within two seconds to lock the keypad. The unlock method is the same. (You can also press the **Center key** and then press the **\* key** within two seconds to lock the keypad.)

Locking the keypad can prevent unintentional operations on it. You can answer an incoming call with the regular operation when the keypad is locked.

## Interface icons

| Indicator                                                                         | What it means   | Indicator                                                                         | What it means |
|-----------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------------------------------|---------------|
|  | Signal strength |  | General       |
|  | GPRS            |  | Outdoor       |
|  | Missed call     |  | Silent        |
|  | Call diverting  |  | Meeting       |

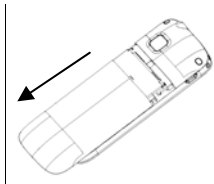
|                                                                                  |                                     |                                                                                   |                 |
|----------------------------------------------------------------------------------|-------------------------------------|-----------------------------------------------------------------------------------|-----------------|
|  | New SMS, message full when blinking |  | Headset         |
|  | New MMS                             |  | Keypad locked   |
|  | Battery status                      |  | Alarm clock set |

## Battery

The lithium ion battery of the mobile phone can be immediately used after unpacking.

### Installing the battery

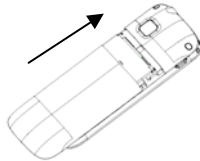
1. Pull the battery cover downward and remove it.
2. Insert the battery by aligning the metal contacts with the contacts in the battery slot.
3. Push down the upper section of the battery until it clicks into place.
4. Replace the battery cover and close it gently until you hear a click.



Remove the battery cover



Push down the battery

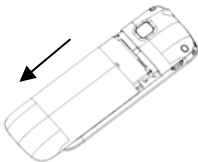


Replace the battery cover

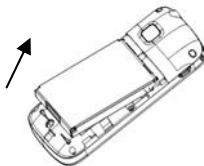
## Removing the battery

1. Make sure that your mobile phone is switched off.
2. Remove the battery cover.
3. Pull the battery up and remove it from the mobile phone.





Remove the battery cover

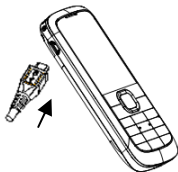


Pull up the battery from here

## Charging the Battery

Your phone is powered by a rechargeable battery. For maximum battery performance, it is recommended that you first use up the battery power and then charge it completely. A new battery's full performance is achieved only after three complete charge and discharge cycles.

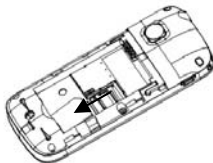
1. Connect your travel adapter to the left side of your mobile phone as shown in the diagram.
2. Connect the other end of the travel adapter to the mains socket.
3. When you charge the battery, the battery charging indicator appears.
4. When the battery is fully charged, disconnect the charger.



## **Inserting the SIM Card**

Insert the SIM card as follows:

1. Make sure that the phone is switched off and the charger is disconnected from the phone.
2. Turn the phone over and remove the battery cover.
3. Remove the battery if it is already installed.
4. Hold your SIM card with the cut corner oriented as shown and then slide it into the card holder with the metal contacts facing downward.
5. Replace the battery first.
6. Replace the battery cover.



SIM card (Subscriber Identity Module) is a micro-chip that holds your personal information such as names and phone numbers. Your phone won't work without it. If you already have contacts on your SIM card, they can be transferred in most cases.

## **Inserting the Memory Card**

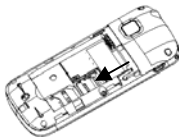
You can use a memory card to expand the storage of the phone. You can store or copy files such as photos, music, and so on.

Do not take out the card or switch off the phone while transmitting or storing data, which may cause data loss or damage to the phone or the card.

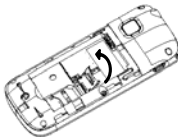
Insert the memory card as follows:

1. Open the battery cover and remove the battery.

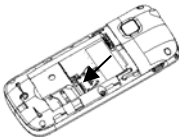
2. Follow the OPEN arrow to push the metal slot, and flip it up.
3. Insert the card into the metal slot with the metal contacts facing downward until it clicks to the right position.
4. Flip the metal slot back and follow the LOCK arrow to lock it.



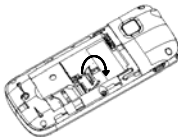
Push the metal slot



Flip up the metal slot



Insert the memory card



Flip the metal slot back and lock it

## Powering your Phone on/off

Make sure that your SIM card is in your mobile phone and that the battery is charged.

Hold the **End/Power key** to power on/off the phone. The phone will automatically search for the network.

## Turning the Torch on/off

In the standby mode, hold the **\* key** to turn on or off the torch.

## Writing Text

You can use the keyboard to enter text messages, contact information, notes, and more.

- Change input mode: Press the **# key** to change the input mode (input modes: Abc, eZi FR, eZi fr, eZi Fr, FR, fr, Fr, eZi AR, AR, AR123, eZi ABC, eZi abc, eZi Abc, ABC, abc, and 123).
- Input letters: In ABC/abc/Abc/FR/fr/Fr/AR mode, constantly press the corresponding letter key till the letter appears.

- Input words: In eZi ABC/eZi abc/eZi Abc/eZi FR/eZi fr/eZi Fr/eZi AR mode, input any letter with a single key press. Press each key only once for every letter. The word changes after each key stroke. Predictive text input is based on a built-in dictionary. When you have finished writing the word and it is correct, confirm it by pressing the **Center key**, **Left soft key** or the **0 key**. If the word is incorrect, press the **Navigation keys** to view other matching words found in the dictionary.
- Input digits: In 123/AR123 mode, press digit key once to input a digit. In eZi ABC/eZi abc/eZi Abc/eZi FR/eZi fr/eZi Fr/eZi AR mode, press the digit key, and select the number by pressing the **Navigation keys**. You cannot input 0 in eZi ABC/eZi abc/eZi Abc/eZi FR/eZi fr/eZi Fr/eZi AR mode. In ABC/abc/Abc/FR/fr/Fr/AR mode, constantly press the digit key until the number appears.
- Input symbol: Press the **\* key** to enter symbol mode, select the required symbol (common symbols) by pressing the **Navigation keys** and then press the **Left soft key** or **Center key** to confirm it. In eZi ABC/eZi abc/eZi Abc/eZi FR/eZi fr/eZi Fr/eZi AR mode, press the **1 key**, and select the required symbol (common symbols) by pressing the **Navigation keys**. In ABC/abc/Abc/FR/fr/Fr/AR mode, constantly press the **1 key** until the required symbol (common symbols) appears.
- Input space: Press the **0 key** to input space. It does not work in 123 mode.

- Delete character: Press the **Right soft key** to clear a character. Hold the **Right soft key** to delete all characters and clear the display.
- Move cursor: Among the text, press the **Navigation keys** to move the cursor.

## How to Add contact to the Phonebook

There are some numbers that you may want to call again and again, so it makes sense to add these numbers to your Phonebook. You can then access these numbers quickly and easily.

1. Go to **Menu**→**Phonebook**→**Add new contact**→**Select**.
  2. Select to save the number to SIM or phone.
  3. Edit the information and save it.
- You can also save a number right after you've made or received a phone call or a message from someone who is not yet in your Phonebook list.
  - To delete someone from your Phonebook list, first select the name, then select **Options**→**Delete**.

## How to Make and Receive Calls

The most basic way to make a call is to input the number in the standby mode and press the **Send key**. You can also make a call from the Phonebook list.

- To call someone: Go to **Menu→Phonebook**. Use the **Up/Down Navigation keys** to find the name of the person you want to call. You can also type in the first letter of the name of the person you want to call to find the right name, and press the **Send key**.
- To receive a call, press the **Send key**.
- To end a call, press the **End/Power key**.
- To reject a call, press the **End/Power key**.

Make sure that you are in an area with sufficient coverage to make calls. The strength of the network signal is indicated on the Status Bar of the screen.

## How to Send Messages

You can use your mobile phone to send and receive messages.

1. Go to **Menu→Messages→SMS/MMS→Write message**.
2. Write your message. For more information on input method, see section 'Writing Text'. When you write SMS, press **Options→Send to**, and edit the



recipient. When you write MMS, you can edit To, Cc, Bcc, Subject and content. In content field, you can select **Options** and then select to add picture, audio, attachment, slide and bookmark text.

3. When you finish writing SMS, select **Options** to send or save the message. When you finish writing MMS, in the MMS editing screen, press **Done**, and select to send or save the message.

## How to Receive Messages

Upon receiving a message, the mobile phone will alert you with a ringtone, prompt, or a new message icon.

1. Press **Read** to open the new message. You can also go to Inbox to read the message.
2. Use the **Up/Down Navigation keys** to view the message.
3. While the message is open, use **Options** to reply, delete, or forward the message. You can also call back the sender.

## How to Set User Profiles

Go to **Menu**→**User profiles**. You can select **Options**→**Activate** to activate a profile. Or you can select **Options**→**Customize** to edit a profile.

**Note:** The Silent mode can be only selected **On** or **Off**. And the Headset mode can only be activated with the headset connected.

## How to View Call history

Go to **Menu**→**Call center**→**Call history**.

Missed calls, Dialed calls and Received calls are saved in **Call history**. If the records are full, the earliest saved records will be deleted automatically.

Also, you can view call timers, call cost, SMS counter, and GPRS counter in **Call history**.

## How to Configure Call settings

Go to **Menu**→**Call center**→**Call settings**.

You can set call waiting, call divert and call barring.

In **Advance settings**, you can set blacklist, auto redial, call time display, call time reminder and auto quick end.

## How to Set Your Phone

You can adjust various settings of your phone. Go to **Menu**→**Settings**.

- Phone settings: Set time and date and schedule power on/off, select language, set pref. input method, display, greeting text, auto update of date and time, Flight mode, LCD backlight and Keypad backlight.

**Note:** In Flight mode ,you can only use local program in your phone and all the wireless functions will be turned off.

- Network settings: Set to automatically or manually select network. Set the preferred networks and GPRS connection mode.
- Security settings: Set security features to protect you from unauthorized use of your phone and SIM card. You will be required to input PIN code. If SIM lock is currently set **Off**, select **On**, then input a PIN code to turn it on. You need to input the correct PIN code to unlock your SIM card when you turn on your mobile phone next time.

**Note:** The PUK code is required to unlock the SIM card if you have incorrectly input the PIN code for three consecutive times. The PIN code and the PUK code may be supplied along with the SIM card. If not, contact the network provider.

- Connectivity: View Conn. management and set Data account.
- Restore factory settings: Enter the phone password to restore to the factory settings. Some personal information might be lost if you use this function, so be careful.

**Note:** You may be required to input the phone password in some of the security settings interfaces. The default password is 1234. Go to **Security settings**→**Change password**→**Phone password** to change the phone password.

## Organizer

Go to **Menu**→**Organizer**.

- Calendar

Enter **Calendar**, the calendar of the current month will be displayed on the screen and the current date will be marked by a background box in a special colour.

- Tasks

You can add tasks.

- Alarm

You can view and edit the alarm clocks settings. You can also enable or disable the alarms. By pressing **Edit**, you can set the corresponding features of the alarm according to instructions: repeat type, time, snooze, alert type, etc.

- World clock

You can view the time in different cities.

- **Calculator**

You can perform simple calculations. You can add, subtract, multiply or divide, and select M+, M-, MR, and MC to perform relevant operations.

**Note:** This calculator has limited accuracy and rounding errors may occur especially in long division.

- **Stopwatch**

Use it to record the time.

- **Currency converter**

Your mobile phone provides you with basic functions of currency conversion. Input the Rate, select **OK** and input a figure in the Local field, and then press **OK** to get the result.

## **File manager**

Go to **Menu**→**File manager**. You can check all the folders in the phone or memory card, create new ones or rename, delete the folders, etc. The files you download from the internet will be stored in these folders.

**Note:** When you select **Options**→**Format**, the data will be lost, so please be careful with this function.

## Camera

Go to **Menu**→**Multimedia**→**Camera**.

- Take a Photo

Go to **Camera** to take a photo.

Aim the camera at the object and then press the **Center key** to take the shot.

- Configure your camera

Go to **Camera**. Press the **Left soft key** to configure your camera.

## Viewing Image

Go to **Menu**→**Multimedia**→**Image viewer**.

The images you want to view in Image viewer must be put in the **..\\Photos** folder in the phone or memory card, and in **Options**→**Storage**, the storage must be set to phone or memory card correspondingly. You can select an image and view it.

Image viewer supports: jpeg, jpg, bmp, gif.

## How to Use Sound recorder

Go to **Menu**→**Multimedia**→**Sound recorder**. Select **Options**→**New record** to

record a sound clip. Select **Options**→**Settings** to set preferred storage, file format and audio quality. Select **Options**→**List** to view the sound clips you recorded.

## How to Play Music

Go to **Menu**→**Multimedia**→**Audio player**.

The audio you want to play in Audio player must be put in the **..My Music** folder in the phone or memory card.

You can select an audio and play it.

In **List**, you can press **Options** to refresh list or make personal settings.

Audio player supports: AMR-NB, WAV, MP3, iMelody, MIDI.

## How to Use FM radio

Go to **Menu**→**Multimedia**→**FM radio**.

With the radio, you can search for radio channels and listen to them. Note that the quality of the radio broadcast depends on the coverage of the radio station in that particular area. In the FM radio interface, you can press the **Up/Down Navigation keys** to adjust volume, press the **Left/Right Navigation keys** to tune the frequency, and press the **Center key** to pause. Select **Options** to enter the submenu.

**Note:** The wired headset works as an antenna, always connect the headset when listening to the radio.

## How to play games

Go to **Menu**→**Multimedia**→**Games**.

Your mobile phone has classic games and applications pre-loaded. Select a game and start it, you can view **Help** to see the rules of the game.

## How to Use Services

Go to **Menu**→**Services**. Services allows you to view internet content. In Services you can use the STK(SIM card Toolkit) and WAP.

- **STK**

SIM card Toolkit (STK) services are value-added services provided by your network provider.

Your mobile phone supports STK service, but if your SIM card and network provider do not support the service, these functions can't be used.

- **WAP**

Your phone supports Wireless Application Protocol (WAP). You can get



access to this service through your network provider. **WAP** lets you get information about news, weather forecasts and more.

You can perform the following operations:

- ◆ Homepage: Homepage is a WAP site you set in **Settings→Profiles**.
- ◆ Bookmarks: Select **Bookmarks** to view the list of saved pages.
- ◆ Recent pages: Display the pages you've visited recently. Select an item and choose **Options→Go to** to visit the page again.
- ◆ Input address: Input a URL and press **Options→Done** to visit the site.
- ◆ Service inbox: Check the service information sent by your service provider.
- ◆ Settings: You can set Profiles, Browser options, Service message settings, Clear cache and Clear cookies.

## **Clearance and Maintenance**

- Please maintain your mobile phone with good care since it is delicately designed and manufactured. The following advice might help you extend the life of your mobile phone.

- Clean your mobile phone, battery and charger with a soft dry cloth.
- Do not clean your mobile phone with the liquor such as alcohol, dilution agent or benzene.
- Clean the socket from time to time because a dusty socket might cause disconnection, power failure, or even charging failure.
- Do not press keys with needles, pen points or other sharp objects to avoid damage or misoperation.
- Keep tiny metal objects such as thumb pins away from the phone receiver. The phone speaker is magnetic and thus magnetizes those metal objects, which may hurt people or damage the phone.
- Keep your mobile phone dry. Rain, moisture or any kind of liquid containing minerals might corrupt the circuit.
- Don't touch the mobile phone with wet hands because this might cause an electric shock, which could cause an injury or damage the phone.
- Don't use and put your mobile phone in a dusty or dirty environment because this might damage the phone components.
- Don't keep your mobile phone near high-temperature because it might shorten

the life of electronic devices, damage the battery, twist or melt some plastic parts.

- Don't keep your mobile phone in a place where the temperature is too low, otherwise the water vapor would form inside the phone when the temperature rises up to normal degree, which would damage PCB of the phone.
- Don't put your mobile phone in or on heating devices (microwave oven, toaster or radiator) because overheating might result in an explosion.
- The colour of the waterproof label in the phone will be changed if the phone or battery gets wet. In this case, the warranty provisions will become void even if the warranty period doesn't expire.
- Please send your mobile phone to the nearest service center for inspection if there is anything wrong with your mobile phone, battery, charger or accessories. The service center staff will be happy to help.

## Questions & Answers

If you encounter problems while using the phone, or if it performs abnormally, you can refer to the chart below. If your particular problem cannot be resolved using the information in the chart, contact the dealer where you purchased the phone.

| Problem        | Possible causes                                                                                                                                                           | Possible solution                                                             |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Poor reception | The network signal is too weak at your current location, for example, in a basement or near a tall building, because wireless transmissions can not effectively reach it. | Move to a location where the network signal can be properly received.         |
|                | The network is busy at the current time (for example, during peak times, there may be too much network traffic to handle additional calls).                               | Avoid using the phone at such times, or try again after waiting a short time. |
|                | You are too far away from a base station for your service provider.                                                                                                       | You can request a service area map from your service provider.                |

| <b>Problem</b>                    | <b>Possible causes</b>                                                                                                   | <b>Possible solution</b>                                                                                  |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Echo or noise                     | Poor network trunk quality on the part of your service provider.                                                         | Press <b>End key</b> and dial again. You may be switched to a better-quality network trunk or phone line. |
|                                   | Poor local telephone line quality.                                                                                       | Press <b>End key</b> and dial again. You may be switched to a better-quality network trunk or phone line. |
| Unable to select certain features | Your service provider does not support these features, or you have not applied for services that provide these features. | Contact your service provider.                                                                            |
| Battery not charge                | The battery or battery charger is damaged.                                                                               | Contact the dealer.                                                                                       |
|                                   | The phone's temperature is below 0°C or higher than 45 °C.                                                               | Adjust the battery charging environment to avoid extremes of temperature.                                 |
|                                   | Poor contact between the                                                                                                 | Check all connectors to make                                                                              |

| <b>Problem</b>         | <b>Possible causes</b>                                                                                                                                                                             | <b>Possible solution</b>                                                                         |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
|                        | battery and charger.                                                                                                                                                                               | sure all connections have been properly made.                                                    |
| Shortened standby time | The standby time is related to your service provider system configuration. The same phone used with different service providers' systems will not provide exactly the same length of standby time. | If you are located in an area where signaling is weak, temporarily power off the phone.          |
|                        | The battery is depleted. In high-temperature environments, battery life will be shortened.                                                                                                         | Use a new battery.                                                                               |
|                        | If you are not able to connect to the network, the phone will continue to send out signals as it attempts to locate a base station. Doing so consumes battery power and will                       | Change your location to one where the network is accessible, or temporarily turn off your phone. |

| Problem                          | Possible causes                                     | Possible solution                                                                |
|----------------------------------|-----------------------------------------------------|----------------------------------------------------------------------------------|
|                                  | consequently shorten standby time.                  |                                                                                  |
| Cannot switch your phone on      | Battery power has been depleted.                    | Recharge the phone's battery.                                                    |
| SIM card error                   | SIM card malfunction or damage.                     | Take the SIM card to your service provider for testing.                          |
|                                  | SIM card inserted improperly.                       | Insert the SIM card properly.                                                    |
|                                  | Debris on the SIM card contacts.                    | Use a soft, dry cloth to clean the SIM card contacts.                            |
| Unable to connect to the network | SIM card invalid.                                   | Contact your service provider.                                                   |
|                                  | You are not within the network's service area.      | Check the service area with your service provider.                               |
|                                  | Poor signal.                                        | Move to an open space, or if you are inside a building, move closer to a window. |
| Cannot answer incoming calls     | You have activated the <b>Call barring</b> feature. | Go to <b>Call center &gt; Call settings &gt; Call barring</b> , and              |

| <b>Problem</b>                                 | <b>Possible causes</b>                                          | <b>Possible solution</b>                                                                                                          |
|------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
|                                                |                                                                 | then select <b>Cancel all</b> .                                                                                                   |
| You cannot make outgoing calls.                | You have activated the <b>Call barring</b> feature.             | Go to <b>Call center &gt; Call settings &gt; Call barring</b> , and then select <b>Cancel all</b> .                               |
|                                                | You have activated the <b>Fixed dial</b> feature.               | Go to <b>Settings &gt; Security settings &gt; Fixed dial</b> and select <b>Off</b> .                                              |
| PIN Code blocked                               | You have entered an incorrect PIN code three consecutive times. | Contact your service provider. If the service provider provides the SIM card's PUK code, use the PUK code to unlock the SIM card. |
| Unable to enter information into the Phonebook | The Phonebook's memory is already full.                         | Delete unnecessary data from the contacts.                                                                                        |